

CHAPTER 1

OFFICIAL MAIL MANAGEMENT PROGRAM

In this chapter we will look at the Official Mail Management program and its implementation. We will talk briefly about official mail acceptance sites and the need for official mail training. You will learn about cost-saving measures such as the consolidation of mail and the functions of Navy consolidated mail facilities (CMFs). Activities not served by CMFs will discover other means to reduce postage cost and you will also be given information on how to establish and maintain security of postage stamps.

Official mail matter is any letter, flat, publication, or parcel relating exclusively to the business of the U.S. Government.

The Official Mail Management Program (OMMP) is not new. Before the decentralization of official mail, the Navy did not use postage applied on outgoing official mail. Positive control of the Official Mail Cost Control Program (OMCCP) is accomplished by monitoring and surveying outgoing and incoming official mail. Now each command maintains positive control by ensuring each command has an Official Mail Cost Control Program, with an appointed official mail manager (OMM). Commands will implement an official mail management program by appointing the necessary personnel, providing regular training, and ensuring the security of postal equipment and postage stock.

The overall goal of the OMCCP is to control Department of Defense (DOD) official mail costs. This is accomplished through the cost-effective use of the United States Postal Service (USPS), available discounts, DOD official intratheater mail, consolidated mail facilities, guard mail, and the use of alternative carriers such as Federal Express, United Parcel Service, and so forth.

By following the *Navy Official Mail Management Instructions*, OPNAVINST 5218.7, which is supported by the *DOD Official Mail Manual*, DOD 4525.8-M, Navy postage costs can be reduced by proactive OMCCP techniques.

Q1. Positive control of the OMCCP is gained by performing what two tasks?

IMPLEMENTATION OF THE OFFICIAL MAIL MANAGEMENT PROGRAM

Every Navy command sets up an official mail management program (OMMP) to review local mailing practices. This program is used to ensure all official mailings are prepared as directed by the following resources:

- USPS regulations.
- *Navy Official Mail Management Instructions*, OPNAVINST 5218.7. This instruction supplements policies and procedures outlined in the *DOD Official Mail Manual* and is used as a guide to process and dispatch Navy mail.
- *DOD Official Mail Manual*, DOD 4525.8-M, provides information and guidelines for implementing the DOD OMCCP. This manual also explains control and safeguard procedures for postage meters and postage stamps.
- Command Standard Operating Procedures (SOP) for official mail.

Other publications that are required at locations where postage is applied to official mail are:

- *USPS Domestic Mail Manual* (DMM). The DMM is the primary USPS manual used in operating post offices. It contains regulations of direct interest to mailers on postage rates, mail classification, and mail preparation guidelines. It is used at each postage meter location. The activity's OMM and host commander's activity OMM also maintains a DMM.
- *USPS International Mail Manual* (IMM). The IMM contains regulations, classifications, and guidelines for mailing between the United States and foreign countries.
- *A Guide to Business Mail Preparation*, USPS Publication 25. This publication aids personnel in preparing letter-size mail to be compatible with USPS automated processing equipment. It also allows mailers to benefit from improved mail service and reduced mail processing costs.

- *USPS Postal Bulletin*. This bi-weekly publication provides updates to the DMM and IMM, as well as other mail related items.
- Postage Rates, Fees, USPS Poster 123-L or 123-S. This poster is used at each location where domestic postage rates are calculated.
- International Postage Rates and Fees, USPS Poster 51. This poster is used at each location where international postage rates are calculated.
- Postal Zone Chart. The Chart lists the zones in which the various ZIP Codes are located in relation to your local mailing address. Use this chart at each location where postage rates are calculated.

OFFICIAL MAIL ACCEPTANCE SITE

Ensure all previously mentioned publications, manuals, and instructions are on hand at the official mail acceptance site. Establish operating and controlling procedures to ensure official mail is processed, dispatched, and delivered as fast and efficiently as possible. Maintain proper safeguards and security controls to prevent the destruction or theft of official mail and the compromise of any classified matter.

In addition to required publications, manuals, and instructions, your official mail acceptance site will require a mechanical or electronic scale that measures from 1 ounce to 70 pounds. This necessary equipment is used to determine the weight of mailings and the amount of postage required on outgoing official mail.

Monitor unauthorized use of official mail and notify the activity OMM or commanding officer of any incident of unexplained missing, misdirected, or delayed official mail.

Installations, activities, and staff elements will appoint OMMs. In the absence of the OMM, the commanding officer may appoint an assistant OMM to perform the official mail manager's duties.

The appointment may be a collateral duty assignment. The commander will execute the appointment by an official letter. The letter includes the appointee's official address, telephone number, and e-mail address (if available) in the letter. Distribute copies as follows:

- Major claimant OMMs—send copies to the appropriate Immediate Superior in Command (ISIC), OMM, and the Navy OMM

- Tenant command OMMs—send copies to the appropriate ISIC OMM and host command OMM
- Host command OMMs—send copies to the appropriate ISIC OMM.

OMMs must be E-7 or above, or a DOD civilian GS-7 or above. This requirement is waived only when the command concerned has no personnel in the grades specified. The OMM must be from the support element within the command.

When charged with the operation of a military post office (MPO) or assigned duty in an MPO, the person designated as postal officer for the command may NOT be designated as the command OMM, as a conflict of interest may result.

Q2. An OMM may be a DOD civilian GS-7 (minimum) or an active duty military person of what minimum paygrade?

OFFICIAL MAIL TRAINING

The establishment of formal training for all personnel involved with the handling of official mail is a must. Commands should provide local training for administrative personnel on an annual basis. Assistance in establishing training at the command level should be provided upon request.

The OMM of the host command or the command operating the meter site should conduct annual mandatory training for the tenant command/activity OMMs. Training seminar schedules should be published 30 days in advance.

The OMM should be available to give command level briefings upon request.

CONSOLIDATION

Consolidation is the process of combining into one container two or more pieces of mail directed to the same addressee or installation on the same day. That one container is then sent to the addressee as one piece of mail. The container may be a bag, envelope, box, or pouch that holds two or more pieces of mail. Consolidated mail is a reliable way to ship administrative and operational communications or logistical items between headquarters, depots, contractors, installations, and operational units. The mail remains intact while in transit and reduces the number of times the contents are sorted. This reduces

the chances of misrouted or delayed mail, and the cost of the overall mailing.

Under the postage rate structure, the first pound is the most expensive. As weight increases, the cost per pound decreases. The cost and weight of the container and any package material is considered in the mailing cost.

Consolidated mail reduces the number of individual official mailings and thus the Navy's overall postage costs. Consolidated official mailings will be made when they are cost effective. Savings will increase if consolidated mailings are used.

To make the most of consolidation, each command designates one office to process all outgoing mail. This can be the command administrative office or an official mail acceptance site. Commands with large supply centers have an acceptable alternative by designating two separate offices for processing outgoing official mail. One for processing administrative correspondence, and the other for processing supplies, parts, and materials.

The command will prevent individual offices, sections, or divisions from depositing outgoing mail directly into postal channels. Once control of the official mail is established, cost savings can be realized. Frequent surveys of outgoing mail can identify those addressees for which several pieces of mail can be consolidated. Set up groups of separate holdout slots, boxes, or bins for these addressees. This will allow a basic structure for consolidating outgoing mail.

Before the final mail closeout each day, consolidate all mail with the same address into the minimum number of tie outs possible. At large shore activities, or in other areas where several naval commands are located, the Consolidated Mail Facility (CMF) or mail metering site will be the single point of consolidation for all outgoing official mail.

Q3. The OMM should conduct mandatory training for a tenant command/activity OMMs how often?

Q4. Consolidated mail reduces the number of individual official mailings and thus reduces what other factor?

NAVY CONSOLIDATED MAIL FACILITIES (CMFs)

The Navy has been at the forefront in exploring new initiatives to reduce the cost associated with handling and processing of official mail. One exciting

project is the establishment of consolidated mail facilities.

CMFs are large official mail metering and processing centers established to process all Navy official mail in select areas where there is a large concentration of government activities.

Through the centralization of functions that have commonality, many naval activities have been able to eliminate postage metering equipment requirements, associated lease/maintenance costs, and duplication of messenger services. Postage costs have also decreased because the CMFs have expanded consolidation of mail destined to more locations, at less cost than if each individual activity consolidated. For example, a 40-pound pouch of consolidated letter mail originating in San Diego and destined for naval activities in the Washington, D. C., area costs approximately 45 dollars. If postage is paid on each individual letter enclosed in the pouch (assuming each letter weighs one ounce), the cost would be approximately 200 dollars. In this example the consolidated mailings will save over 150 dollars.

Centralizing mail in one location standardizes processing methods and increases the volume of letter mail necessary to qualify mail for postal discounts through presorting and barcoding.

The transportation network of a CMF can ensure the delivery of correspondence between area government activities without applying postage. A CMF can greatly reduce costs by establishing pick-up/delivery routes and through the sorting/distribution of guard mail.

Large volumes of outgoing official mail consolidated by naval activities in the Washington, D. C., and San Diego, California, areas have made it cost effective for the CMFs in these locations to purchase automated equipment that presorts and barcodes mail. This allows the Navy to receive additional discounts and savings from the U.S. Postal Service.

The Department of the Navy currently operates six CMFs. Four are under the management of the fleet and industrial supply centers (FISCs). These CMFs are located at Norfolk, Virginia; San Diego, California; Pearl Harbor, Hawaii; and Washington, D.C. The CMF in New Orleans, Louisiana, is managed by the Naval Support Activity, New Orleans, and the CMF in Memphis, Tennessee, is managed by the Naval Support Activity, Memphis. Additional areas under

consideration for CMFs are Pensacola, Florida; and Puget Sound, Washington.

REDUCING POSTAGE COSTS

Activities not served through a CMF can reduce postage costs through proper mail piece preparation, class/service selection, and selecting the appropriate medium by which information is transmitted.

Do not use U.S. Government messenger (guard mail) envelopes for the consolidation of USPS mailings.

When less expensive, communicate by e-mail, Defense Switched Network (DSN) Telephone, or FAX.

Update mailing lists regularly. Incorrect or incomplete addresses cause mail to be delayed or returned and wastes postage. Incorrect or incomplete addresses require rework to properly prepare the article for re-mailing. In addition, it reduces the amount of mail subjected to Second Destination Transportation (SDT) charges.

Use guard mail courier service for delivery to military activities or executive board agencies, (VA, GSA, IRS, etc.) within the same area to avoid postage.

Consolidate individual pieces of correspondence addressed to the same location in one envelope. If unable to consolidate the pieces, use the smallest possible envelope. USPS assesses a surcharge on envelopes weighing one ounce or less when the length exceeds 11 1/2 inches, the height exceeds 6 1/8 inches, or the thickness exceeds 1/4 of an inch.

Reduce mailing weights by printing on both sides of the paper, selecting the lightest weight paper, using the smallest envelope or package, and promoting computer output formats that allow the maximum use of available print space.

Ensure all items mailed pertain exclusively to U.S. Government business and contain no personal matter.

Limit the use of expensive special services (registered, certified, and insured) except when required.

To meet the Required Delivery Date (RDD), use a less costly class of mail. As a general rule, Standard Mail (A) or Standard Mail (B) weighing over one pound is less expensive than First-Class or priority mail. Consider a carrier other than USPS to ship at lower rates if security requirements are met. Before

using commercial carriers, ensure items being mailed are not required to be sent by USPS.

Use presorted First-Class and Standard Mail (A) bulk rates when the mail qualifies. First-Class mailings that contain 500 or more pieces and Standard Mail (A) mailings that contain 200 pieces or more can qualify for a less expensive presorted rate. Details about other discount rates can be obtained from your local CMF or USPS account representative.

Do not affix postage to courtesy reply return mail that is normally used when mailing RSVPs for retirements, change of commands, commissioning, and so forth. Allow the addressee to affix the required postage.

Obtain priority and Express Mail envelopes, mailing containers, and labels from the USPS. These items are free and clearly identify mailing classifications.

Type or print addresses by mechanical means in uppercase letters without punctuation, except for the hyphen in the ZIP+4 Code. Include the street address or post office box number on the delivery line of the address. Mail that is addressed properly can be sorted by machine and barcoded. If your mail is processed by automated equipment through a CMF or other mail center, your command can share in discounts offered by the U.S. Postal Service.

Q5. Envelopes larger than 11 1/2 inches and 6 1/8 inches wide, or 1/4 of an inch thick are assessed a surcharge if the weight is less than how many ounces?

SECURITY OF POSTAGE STAMPS

To prevent unauthorized use, in addition to the security measures listed in OPNAVINST 5218.7, enclosure (1), chapter 5, Paragraph B3, the OMM will ensure:

- Records reflecting the number and cost of commercial postage stamps, stamped envelopes, and stamped cards procured, used, and on hand are maintained. Figure 1-1 shows the Daily Record of Stamps, Stamped Paper, and Nonpostal Stamps on Hand, PS Form 3295.
- A locally generated daily stamp sales worksheet is shown in figure 1-2.
- A monthly audit of the official stamp stock is conducted and recorded on an audit form (fig. 1-3).

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- A signature receipt record for all commercial postage stamps, stamped envelopes, and stamped cards transferred for use on a sub-custody basis is maintained.
- All persons having sub-custody of or using commercial postage stamps, stamped envelopes, and stamped cards will maintain a daily record reflecting the value of commercial postage stamps, stamped envelopes, and stamped cards received, number of mailings, total postage expended, and the total value of stock remaining on hand at the end of the day.

SUMMARY

DAILY STAMP SALES WORKSHEET

Quantity (tick) Block	Denomination	Total amount used
	.01	
	.02	
	.03	
	.04	
	.05	
	.20	
	.23	
	.32	
	.55	
	.78	
	1.00	
	2.00	
	3.00	
	5.00	
	No.10 Envelope .38	
Grand Total		

Note: Maintain this worksheet on file until AFTER the next monthly audit is completed

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Figure 1-2.—Example of Daily Stamp Sales Worksheet.

OFFICIAL STAMP AUDIT		ACTIVITY
DENOMINATION OF STAMP	NUMBER OF STAMPS ON HAND	VALUE OF STAMPS ON HAND
.01		
.02		
.03		
.04		
.05		
.20		
.23		
.32		
.55		
.78		
1.00		
2.00		
3.00		
5.00		
No. 10 Envelope .38		
TOTAL VALUE OF STAMPS ON HAND		
STAMPS ON HAND AS OF THE LAST REPORTED MONTHLY AUDIT		
STAMPS PURCHASED SINCE LAST AUDIT		
BALANCE		
STAMPS ISSUED		
BALANCE		
STAMPS ON HAND AS A RESULT OF THE AUDIT		
BALANCE		
AUDITOR'S TYPED OR PRINTED NAME AND SIGNATURE		DATE

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Figure 1-3.—Example of an Official Stamp Audit Form.

ANSWERS TO EMBEDDED QUESTIONS

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- A1. *Monitoring and surveying.*
- A2. *E-7.*
- A3. *Annually.*
- A4. *The Navy's overall postage costs.*
- A5. *One ounce.*
- A6. *PS Form 3295.*